



Code Enforcement Activity Report

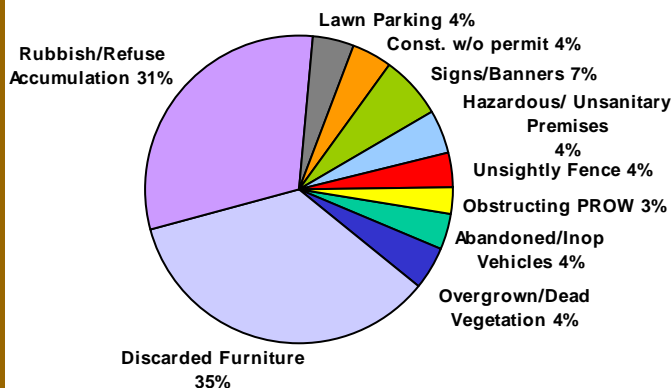
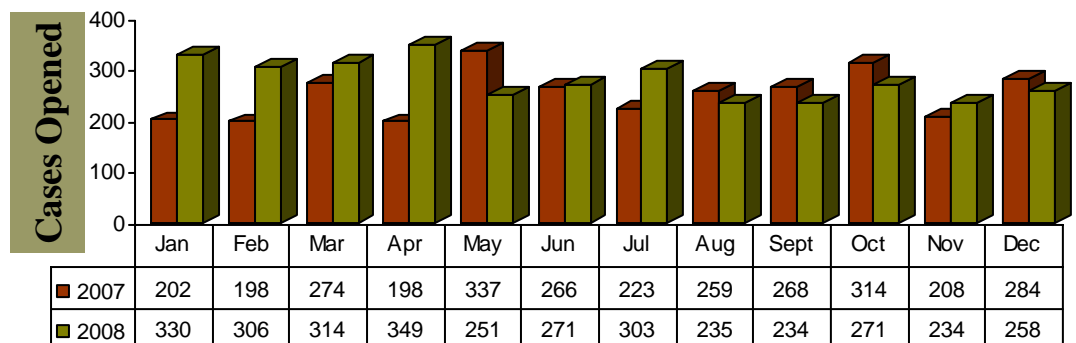
Overview of December Code Enforcement Activity

In December 2008, the Code Enforcement/Neighborhood Preservation Division opened 258 new cases, conducted 593 inspections, and successfully resolved 258 cases.

Other achievements included:

- Received/returned over 1,334 phone calls
- Initiated 213 proactive cases
- Responded to 85% of all complaints in 1 day or less
- Inspected 88.5% of all complaints within 48 hours
- Averaged 1.27 days from initial call to first inspection
- Observed 218 violations and abated 219 violations
- Issued 15 notices of violation and 8 civil citations
- On average, gained compliance within 38.5 days from the date of the initial complaint
- Completed 20 on-site visits with property owners or responsible parties to educate them on code enforcement violations and resources available to bring their properties into compliance.
- Opened 10.7% more cases, conducted 30% more inspections, and abated 31.5% more violations in 2008 than in 2007.

Twelve Month Code Enforcement Case History



Top Ten Violations by Type

- Rubbish/Refuse Accumulation 31%
- Discarded Furniture 35%
- Construction w/o permit 4%
- Lawn Parking 4%
- Hazardous/Unsanitary Premises 4%
- Unightly Fence 4%
- Signs/Banners 7%
- Overgrown/Dead Vegetation 4%
- Abandoned/Inop Vehicles 4%
- Obstructing Public Right of Way 3%

Code Enforcement

Maintaining Your Homes & Neighborhoods

The Code Enforcement Process

The goal of the City's Code Enforcement division is to maintain and improve the City's neighborhoods and housing through the enforcement of health and safety codes, property maintenance, zoning ordinances and building codes. Through inspections, inquiries and citizen complaints, property owners, residents and staff significantly reduce the number of blighted properties throughout the community.

A Code Enforcement Officer's responsibility is to investigate complaints of property maintenance,

Municipal Code Violations and Zoning Ordinance violations. After an inspection is made to determine the validity, nature, and extent of the violation(s), the property owner/responsible party is notified and given an opportunity to bring the property into compliance. If corrective action is not completed in a reasonable time, or manner, the City may initiate abatement procedures, issue civil citations, and or file a criminal complaint through the City Attorney's Office. The following flow chart shows the typical process followed during a code enforcement investigation:

To report a Code Violation:

- ✓ Call the Code Enforcement reporting line at:

714-375-5155

or email:

jdemers@surfcity-hb.org

- ✓ State the nature of your complaint.
- ✓ Provide the address where the violation exists.
- ✓ Leave your first name and contact information. This is important, as it allows the officer to ask additional questions and provide you with updates if requested.

For the status of an existing complaint:

- ✓ Call the City's Automated Inspection Line at:
(714) 536-5241
and press "22"

Or

- ✓ Contact the Code Enforcement Officer assigned to your case.

